

Smart Government Project Grievance Redress Mechanism

Summary Report January 1, 2020 – June 25, 2020

This report is half-yearly Summary Report of the Smart Government Project Grievance Redress Mechanism (GRM). This report provides details of all complaints and feedbacks received between January 1, 2020 and June 25, 2020.

The Smart Government Project GRM aims to identify and record concerns of communities and stakeholders potentially affected by Smart Government Project-related activities, implement a timely and responsive approach to resolving grievances, and demonstrate transparent monitoring and reporting of issues of concern. The Smart Government Project PIU registers all issues of concern reported to it and decides whether they are related to Smart Government Project activities and warrant further investigation or whether to refer them as unrelated complaints for independent action. If an investigation is warranted the Smart Government Project or PIU facilitates assessment and consultations with the complainant with the aim of achieving agreed mitigating actions. A complainant may refer an issue at any time to the World Bank Grievance Redress Service (WB GRS) or escalate an issue to the World Bank Inspection Panel (WB IP).

This half-yearly report aims to monitor and disclose complaints received by the Smart Government Project GRM and is drafted according to the following guidelines:

- The report summarizes the number and type of complaints received;
- Identifies current status as:
 - Unrelated: complaint or feedback is not linked to the Smart Government Project or the responsibility of the Smart Government PIU to address;
 - Resolving: complaint or feedback has been registered and is under review or actions are being taken to address it;
 - Resolved: actions have been taken and provided to the complainant;
- Identifies the number of working days from registration until resolving the complaint;
- Identifies the ratio of grievances received to grievances addressed;
- Maintains the confidentiality of complainants' identities.

In total, since the launch of the Smart Government Project in September 2015, the Project has received 20 feedbacks through 4 channels (written, email, feedback section of Project's website and Project's Facebook page). 8 feedbacks out of 20 were addressed and all of them were resolved.

During the period of this report, 2 feedbacks were received. One was addressed and resolved, and the other one was unrelated.

The ratio of total feedbacks addressed to those with resolved is 8:8 (100% resolved).

Summary feedbacks/grievances Received

Period	Total	Status	Number, channel, type
New Period (2020.01.01-2020.06.25)	2 of those addressed: 1	Unrelated	1 Channel: Facebook
		Resolving	0
		Resolved	1 Channel: written Type: request
Previous Period (2015.09.15-2019.12.31)	18 of those addressed: 7	Unrelated	11 Channel: Facebook page-5, project's website -4, email-2
		Resolving	0
		Resolved	7 Channel: Facebook page-1, project's website-1, written-5 Type: comment-1, clarification-1, request-2, complaint-3
Total (2015.09.15-2020.06.30)	20 of those addressed: 8	Unrelated	12 Channel: Facebook page-6, project's website-4, email-2
		Resolving	0
		Resolved	8 Channel: Facebook page-1, project's website-1, written-6 Type: comment-1, clarification-1, request-3, complaint-3

Summary of feedbacks addressed

No.	Date received	Registered No.	Type	Channel	Summary of issue	Summary of actions taken	Status, Resolved date, period, /working days/, way
1	August 20, 2020	2020/51	Request	Written	Request to release performance security of a contract which was dated in 2016.	Provided reference letter to the relevant bank.	Resolved. <u>Date:</u> May 27, 2020 <u>Period:</u> 4 working days <u>Way:</u> Written

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